



Service Bulletin

Bulletin No.: 17-NA-384

Date: August, 2021

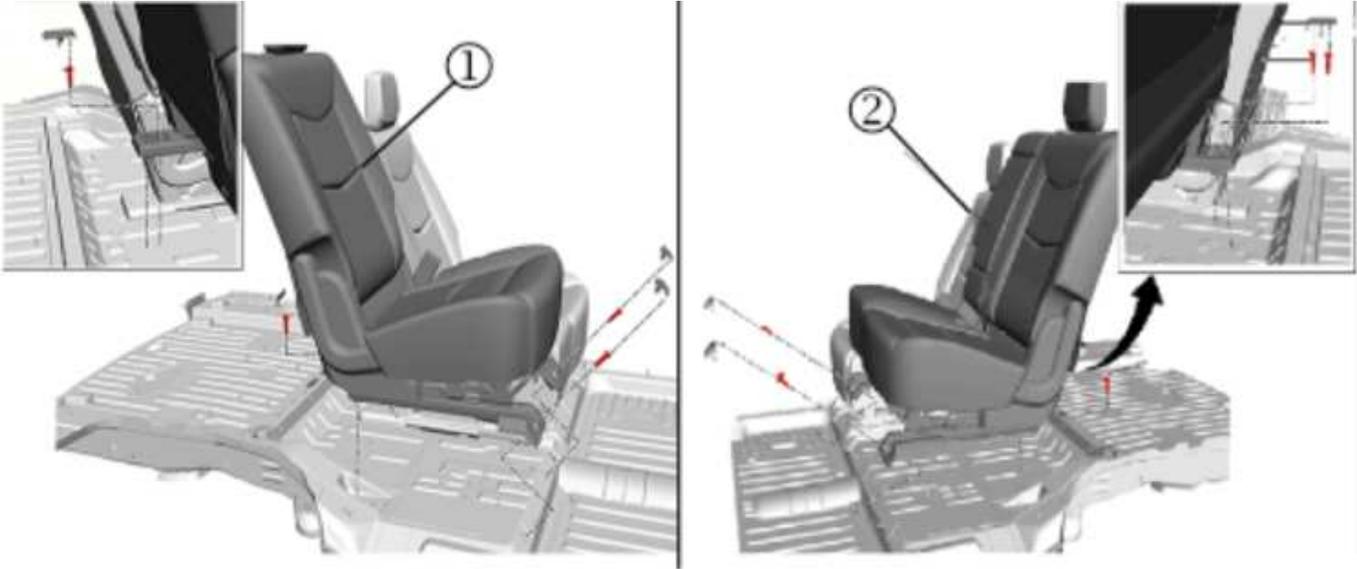
TECHNICAL

Subject: Squeak, Rattle or Creak Noise Coming from Second Row/Rear Seat Area

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	XT5	2017	2021			All	All
	XT6	2020	2021				
GMC	Acadia (VIN N)	2017	2021				
Holden	Acadia	2019	2020				

Involved Region or Country	North America, Europe, Russia, Middle East, Israel, Japan, Cadillac Korea (South Korea), Egypt, Australia/New Zealand
Condition	Some customers may comment on hearing a squeak, rattle or creak noise coming from the second row/rear seat area. The right 40% seat is more prone to this condition, however the left 60% seat could be affected.
Cause	<p>The condition may be caused by either of the following:</p> <div style="text-align: center;">  </div> <p style="text-align: right; font-size: small;">4911773</p> <p>Note: The "winking" is caused by excessive overlap of body panels and, as shown in the graphic above, the sheet metal holes are offset. This is most commonly found at the right rear fastener location of the right rear seat, or the left rear fastener of the left rear seat.</p> <ul style="list-style-type: none"> Possible "winking" condition of right rear 40% seat floor pan outboard track rear bolt hole, or the left rear 60% seat floor pan outboard track rear bolt hole. A seat track synchronization/torque condition that may require a torque sequencing of the seat attachment bolts, on either seat.
Correction	<p>Note: Perform the "winking" inspection and repair procedure as necessary first, prior to performing the torque procedure.</p> <p>For vehicles exhibiting the condition, follow the Service Procedure below to inspect for and correct the winking condition, and also complete the torque sequencing procedure.</p>

Service Procedure



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1. Verify which rear seat exhibits the condition: the right rear 40% seat (1) and/or the left rear 60% seat (2).

Important: Follow the seat attachment bolts removal sequence detailed in step # 2 below.

2. Remove the affected right (1) and/or left (2) rear seat. Refer to *Rear Seat Removal and Installation (40%)* and/or *Rear Seat Removal and Installation (60%)* in SI.
 - 2.1. Adjust the seat to full rearward position.
 - 2.2. Loosen the outboard front attachment bolt, then the inboard bolt.
 - 2.3. Adjust the seat to full forward position.

Note: It is important that the tracks remain locked until both rear bolts are re-torqued.

- 2.4. Ensure that both seat tracks are locked.
- 2.5. Loosen the outboard rear attachment bolt, then the inboard bolt.
3. inspect the right outboard rear seat fastener location of the right rear seat and/or the left outboard rear seat fastener location of the left rear seat for possible “winking” condition.



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- If “winking” condition DOES exist, continue ahead to step #4 and remove sheet metal material.



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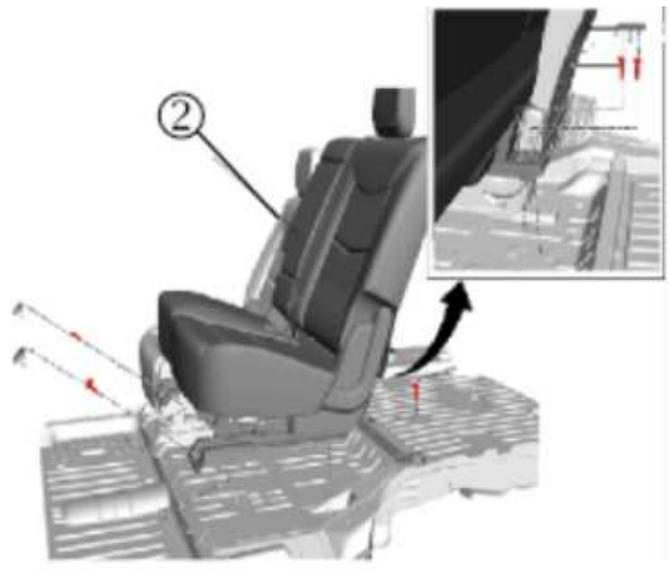


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Note: In the graphic example above, the sheet metal is still offset, but the nut is centered enough to avoid contact of the seat bolt to the sheet metal.

- If “winking” condition DOES NOT exist, jump ahead to step #6 and follow the torque sequence procedure.

4. Using a dremel, or suitable tool, grind a small amount of material from the floor sheet metal opening. Grind only enough of the overlapping metal to allow clearance for the seat bolt.
5. Use an air gun to blow out any metal debris in the nut and hole area.



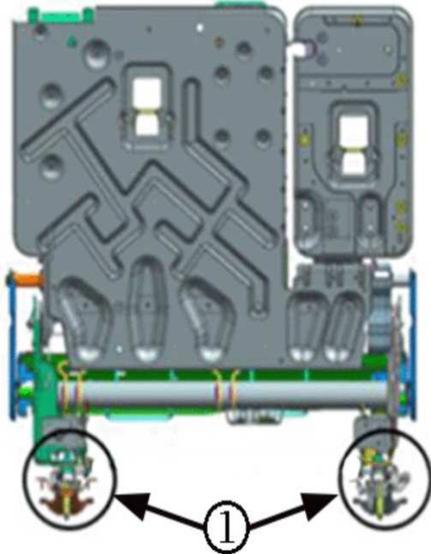
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Important: Again, follow the seat attachment bolts sequencing detailed in step #6 below.

6. Reinstall the removed rear seat. Refer to *Rear Seat Removal and Installation (40%)* and/or *Rear Seat Removal and Installation (60%)* in SI.
 - 6.1. Ensure seat is in full forward position.
 - 6.2. Ensure both seat tracks are locked evenly in place.
 - 6.3. Tighten the rear inboard bolt to specified torque.

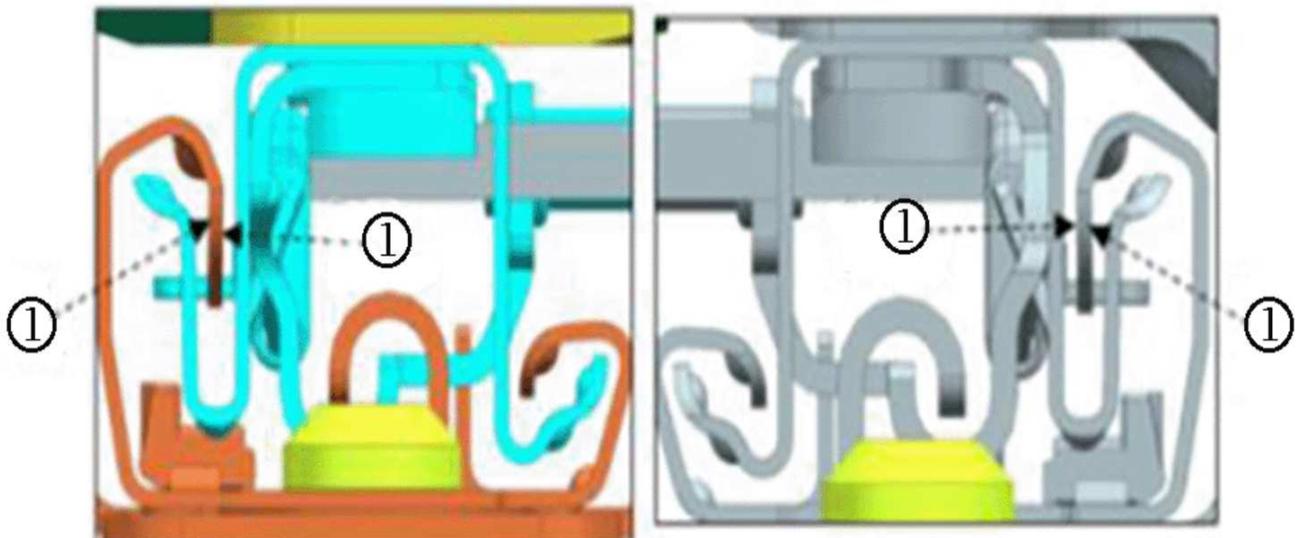
- 6.4. Tighten the rear outboard bolt to specified torque.
- 6.5. Adjust the seat to full rearward position.
- 6.6. Ensure that both seat tracks are locked.
- 6.7. Tighten the front inboard bolt to specified torque.
- 6.8. Tighten the front outboard bolt to specified torque.

7. Road test vehicle to ensure the noise has been eliminated.
 - If noise persists, continue to ahead to step #8.
 - If noise is NOT present, no further action is required.
8. Adjust the affected seat fully forward.



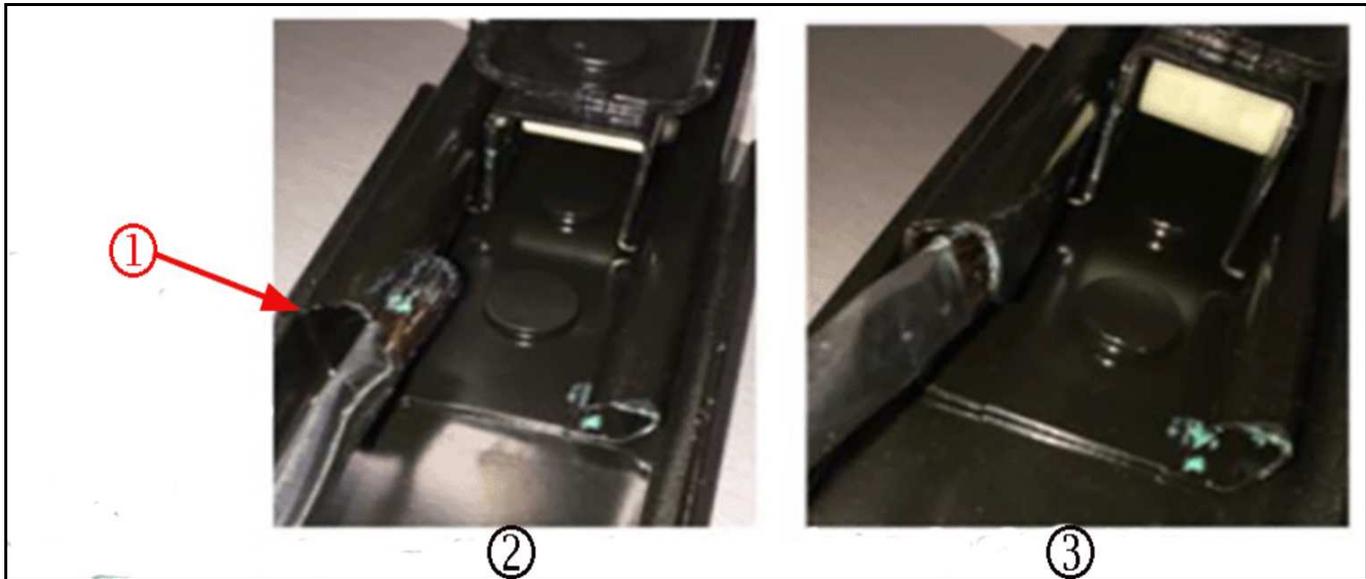
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9. Using a brush, apply AC Delco Super Lube P/N 12371287 (In Canada, P/N 10953437) (In Australia/New Zealand, P/N 19417625) to the inboard and outboard seat tracks (1).



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Note: Apply grease at the arrowhead locations (1) shown above.



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- 9.1. Apply the Super Lube on BOTH the outer surface (2) and inner surface (3) of the lower channel, approximately a 2 inch length from the rear edge (1).
- 9.2. Remove excess grease from any unaffected surfaces.
- 9.3. Cycle the seat fore and aft a few times to distribute the grease.
- 10. Road test the vehicle to ensure the noise has been eliminated. If noise persists, replace the affected outboard rear seat track, following the previously noted torque sequence procedure.

Parts Information

No parts are normally required for this repair.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
7080518*	Remove and Reinstall Rear 40% Seat Assembly, Sequence Fasteners	0.6 hr
Add:	Grind Material from Floor Sheet Metal	0.3 hr
Add:	Lubricate Inboard/Outboard Seat Tracks	0.2 hr
7086338*	Remove and Reinstall Rear 60% Seat Assembly, Sequence Fasteners	0.6 hr
Add:	Grind Material from Floor Sheet Metal	0.3 hr
Add:	Lubricate Inboard/Outboard Seat Tracks	0.2 hr

*This is a unique Labor Operation for bulletin use only.

Version	6
Modified	<p>Released December 04, 2017</p> <p>September 09, 2019 – Added repair Information for 60% seat and updated Warranty Information.</p> <p>October 17, 2019 – Added 2019 Holden Acadia to Model section.</p> <p>December 18, 2019 – Added Cadillac XT6 Model and added 2020 Model Year to Cadillac XT5 and Acadia.</p> <p>March 09, 2021 – Added the 2021 Model Year, except Holden.</p> <p>August 24, 2021 – Added 2020 Model Year to Holden Acadia and Australia/New Zealand to Involved Region or Country section.</p>

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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